



User Survey

This survey is part of an ongoing effort by the U.S. Government Printing Office (GPO) to improve *GPO Access*. All responses will be used exclusively for compiling data about *GPO Access* usage to enhance service to its customers. The survey is anonymous; you will not be asked to provide personal/contact information, as we will not contact you. Your responses will not be shared with any entity outside of GPO, nor will they be used for product marketing. For more information on the *GPO Access* privacy policy, please read the [GPO Access Privacy Policy and Security Notice](http://www.access.gpo.gov/su_docs/privacy.html) <http://www.access.gpo.gov/su_docs/privacy.html>.

An online version of this survey is available at: http://www.access.gpo.gov/su_docs/survey02.html.
You may submit this form via fax at 202-512-1262 or mail it to:

U.S. Government Printing Office
Office of Electronic Information Dissemination Services
732 N. Capitol Street, NW
Mail Stop: SDE
Washington, DC 20401
ATTN: Survey Coordinator

1. With which of the following are you best affiliated?

- Library (Federal Depository) ☐
Library (Non-Federal Depository) ☐
Academic/Education ☐
Government ☐
General Public ☐
Legal ☐
Other (please specify) ☐

2. On average, how many times per month do you use *GPO Access*?

- 0-2 ☐
3-5 ☐
6-10 ☐
10+ ☐

3. Did you use a search engine to find *GPO Access*?

- Yes ☐
No ☐

If "yes", please indicate which search engine you used (i.e. Google, Yahoo, Hotbot, etc.)

Also, please indicate which search terms you used (i.e. government publications, government information, etc.)

4. Which *GPO Access* Finding Aids do you use? (Check all that apply.)

- Browse a Topic, U.S. Government Online Bookstore ☐
- Search the Federal Government through FirstGov ☐
- Catalog of U.S. Government Publications (CGP, formerly MoCat) ☐
- Sales Product Catalog (SPC on the U.S. Government Online Bookstore) ☐
- Government Information Locator Service (GILS) ☐
- Agency Publications Indexes ☐
- Browse Topics ☐
- Federal Agency Internet Sites ☐
- New Electronic Titles (NET) ☐
- Other (please specify) ☐

5. How do you rate *GPO Access* on the following features of the *GPO Access* interface?

Feature	Excellent	Good	Fair	Poor
Side Navigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Top Navigation Bar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GPO Access seal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Footer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- **Side Navigation:** the buttons in the left-hand column of pages that provide navigation within a section or highlight areas that relate to that section
- **Top Navigation:** links found at the top right-hand corner of each page that reflect the main divisions found on the *GPO Access* homepage, including Home, Privacy Policy, Site Search, Help, Comments, etc.
- **GPO Access Seal:** either of the two *GPO Access* seals that when you click on them, you are taken back to the *GPO Access* homepage
- **Footer:** provides a link to the main GPO page, an e-mail link for the *GPO Access* User Support Team, other page specific e-mail links, complete URL, and date page was last updated

6. How often do you experience an error or time-out problem while searching or retrieving information on *GPO Access*?

- All of the time ☐
- Most of the time ☐
- Some of the time ☐
- Not very often ☐
- Never ☐

7. With which, if any, application(s) have you experienced the most problems on *GPO Access*?

Code of Federal Regulations ☐

Federal Register ☐

U.S. Code ☐

Congressional Record ☐

Other (please specify) ☐

8. If you did experience problems, at what point did you experience the problem?

While trying to access the application main page ☐

After entering search terms and waiting for results ☐

After getting results and trying to access the file ☐

Other (please specify) ☐

9. Are you currently signed up for the [New Titles by Topic E-mail Alert Service](http://bookstore.gpo.gov/alertservice.html) [<http://bookstore.gpo.gov/alertservice.html>](http://bookstore.gpo.gov/alertservice.html)?

Yes ☐

No ☐

If "yes", how do you order new or current publications?

Directly from e-mail service ☐

Go to U.S. Government Online Bookstore [<http://bookstore.gpo.gov>](http://bookstore.gpo.gov) ☐

Call GPO Order Desk<Toll-free:1-866-512-1800 / Local DC (202) 512-1800> ☐

Mail in order to Superintendent of Documents ☐

Other (please specify) ☐

10. If you have used any form of User Support, please rate your experience/satisfaction.

User Support	Excellent	Good	Fair	Poor
Online help tools (e.g. helpful hints, finding aids, site search, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User Support via telephone <(888) 293-6498 / (202) 512-1530>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User Support via e-mail <gpoaccess@gpo.gov>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GPO Access Training Manual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other <input type="text"/> (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. If you have contacted the *GPO Access* User Support Team (phone or e-mail), please rate the following attributes.

Attribute	Excellent	Good	Fair	Poor
<u>Accessibility</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>Courtesy</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>Product Knowledge</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>Technical Knowledge</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>Complaint Resolution</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>Response Time</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- **Accessibility**: the ease with which users can get in contact with the *GPO Access* User Support Team
- **Courtesy**: polite and professional behavior of the *GPO Access* User Support Team
- **Product Knowledge**: how well the *GPO Access* User Support Team knows the contents of products offered
- **Technical Knowledge**: how well the *GPO Access* User Support Team knows how a product functions and how to use the product
- **Complaint Resolution**: how well the *GPO Access* User Support Team resolves problems
- **Response Time**: how quickly the *GPO Access* User Support Team responds to e-mail, fax, or voice messages

12. What screen resolution do you most frequently use?

How do I know?

- From the **Start** menu, select Settings, and then choose Control Panel. The Control Panel window will appear.
- Open the **Display** icon. The Display Properties window will appear.
- Select the **Settings** tab.
- Locate the **Screen Area** section and this will tell you the resolution in pixels.

640 x 480 ☐

800 x 600 ☐

1024 x 768 ☐

1152 x 864 ☐

1280 x 1024 ☐

1600 x 1024 ☐

1600 x 1200 ☐

Don't know ☐

Other (please specify) ☐

13. What Internet connection speed do you use to access *GPO Access*?

28.8k (modem) or lower ☐

56.6k (modem) ☐

T1 or higher ☐

Cable/DSL ☐

Institutional Network (i.e. school, office, library, etc.) ☐

Don't know ☐

14. Which Internet browser do you most frequently use?

How do I know?

Internet Explorer:

- Click the **Help** menu.
- Click on **About Internet Explorer**; the version and product information will be displayed in the dialog box that appears.

Netscape:

- Click the **Help** menu.
- Click on **About Navigator...**; the version will be displayed at the top next to "Netscape Navigator".

Internet Explorer - version ☐

Netscape - version ☐

Other (please specify browser and version) ☐

15. Do you use assistive technology to use *GPO Access*?

Assistive technology: any item, piece of equipment, or system, whether acquired commercially, modified, or customized, that is commonly used to increase, maintain, or improve functional capabilities of individuals with disabilities such as a screen reader, screen magnification, etc.

Yes ☐

No ☐

If "yes", please indicate which assistive technology you use.

16. User feedback is one of our most valuable tools for refining our online services and our Web site. Please provide any additional comments and/or suggestions below.

A service of the Superintendent of Documents, [U.S. Government Printing Office](#).

Questions or comments: gpoaccess@gpo.gov.

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